

Website User Manual



www.mpie.org

Michigan Professional Insurance Exchange

616.202.2288 (phone)

616.741.1999 (fax)

333 Bridge St NW, Suite 810

Grand Rapids, Michigan 49504

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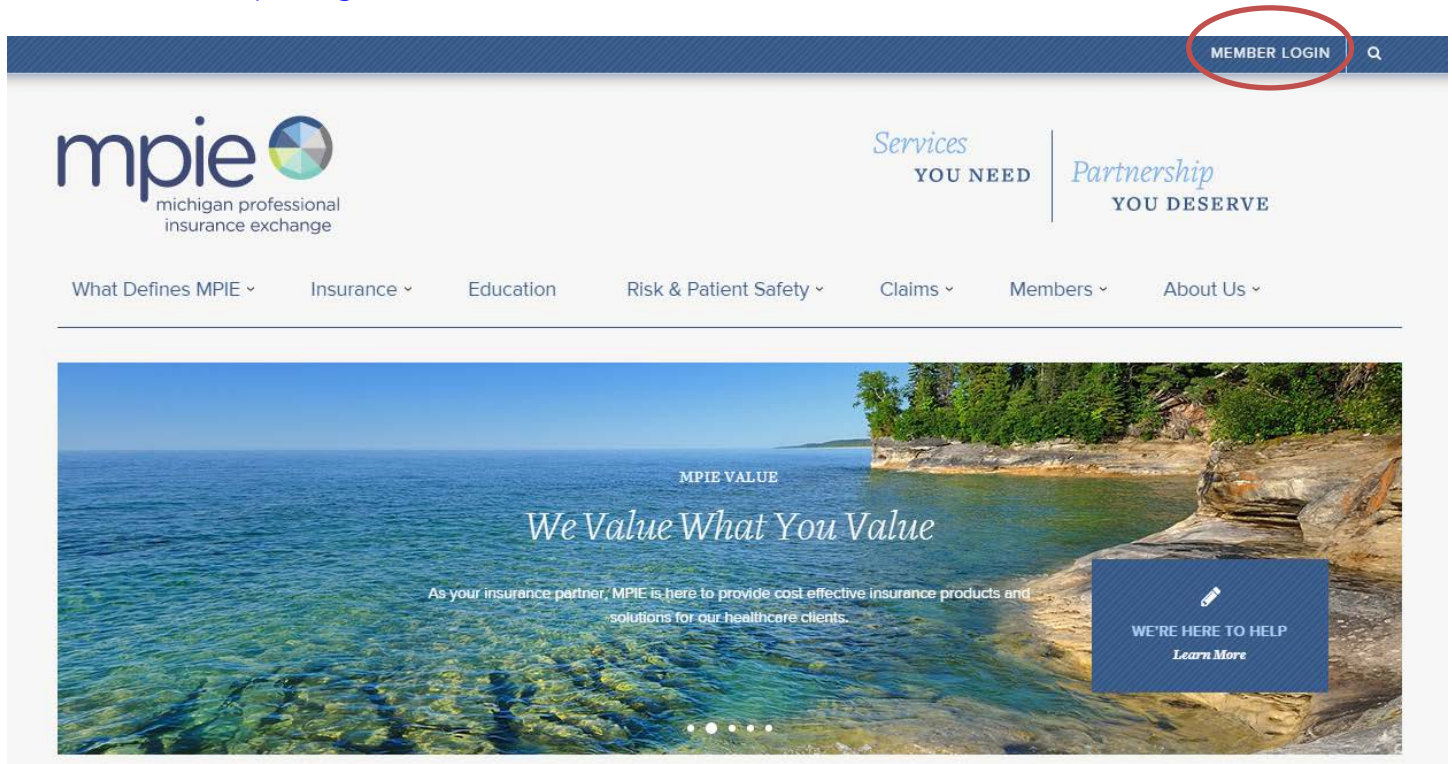
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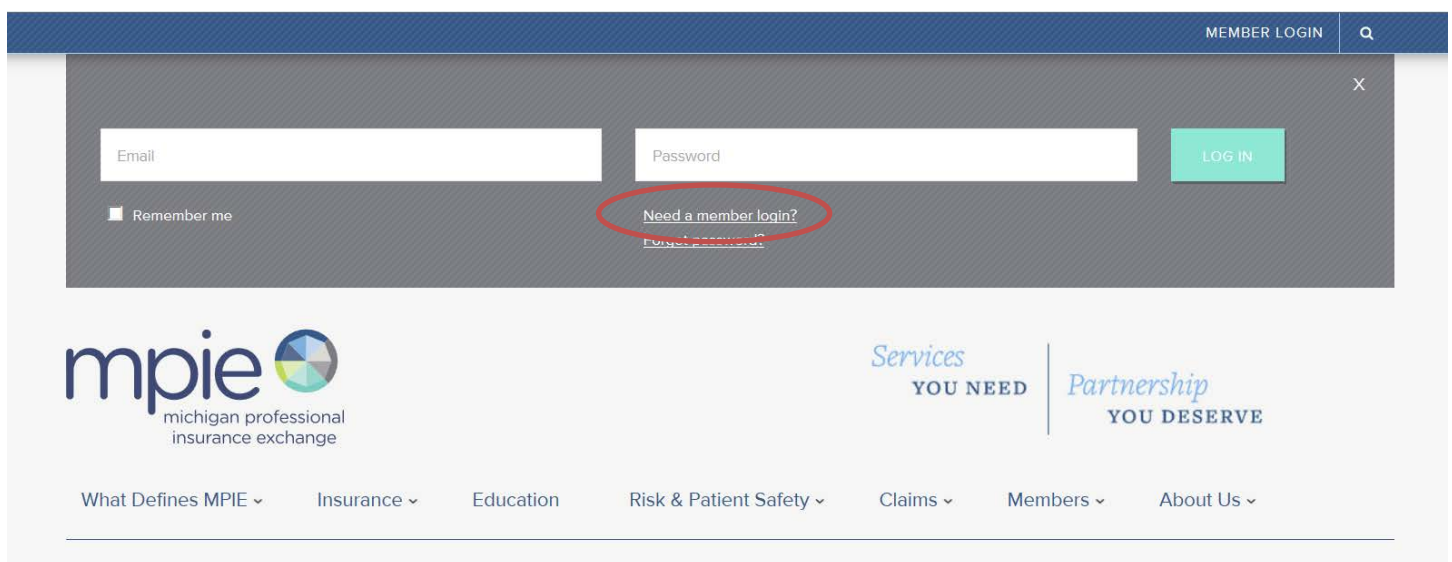
Create a Member Login

If you don't already have a member login for the MPIE website, you can create one by taking the following steps:

1. Go to www.mpie.org and click on "MEMBER LOGIN."



2. Click on the "Need a member login?" link.

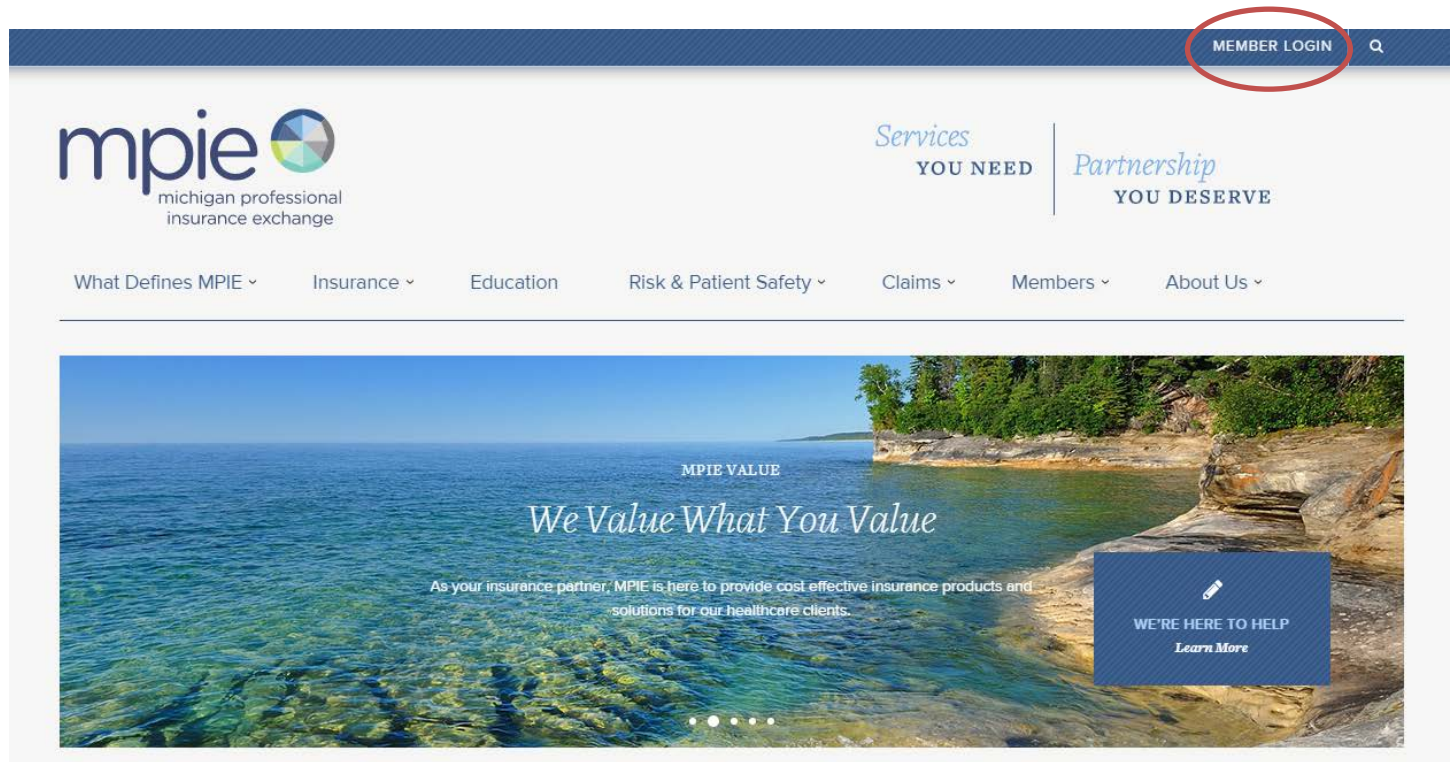


3. **Complete the registration form and click "REGISTER."** You will be required to provide your MPIE policy number. This is located on your declaration page. If your policy is not readily accessible to you, please feel free to contact us at 616.202.2288, extension 3 or at risk@mpie.org.

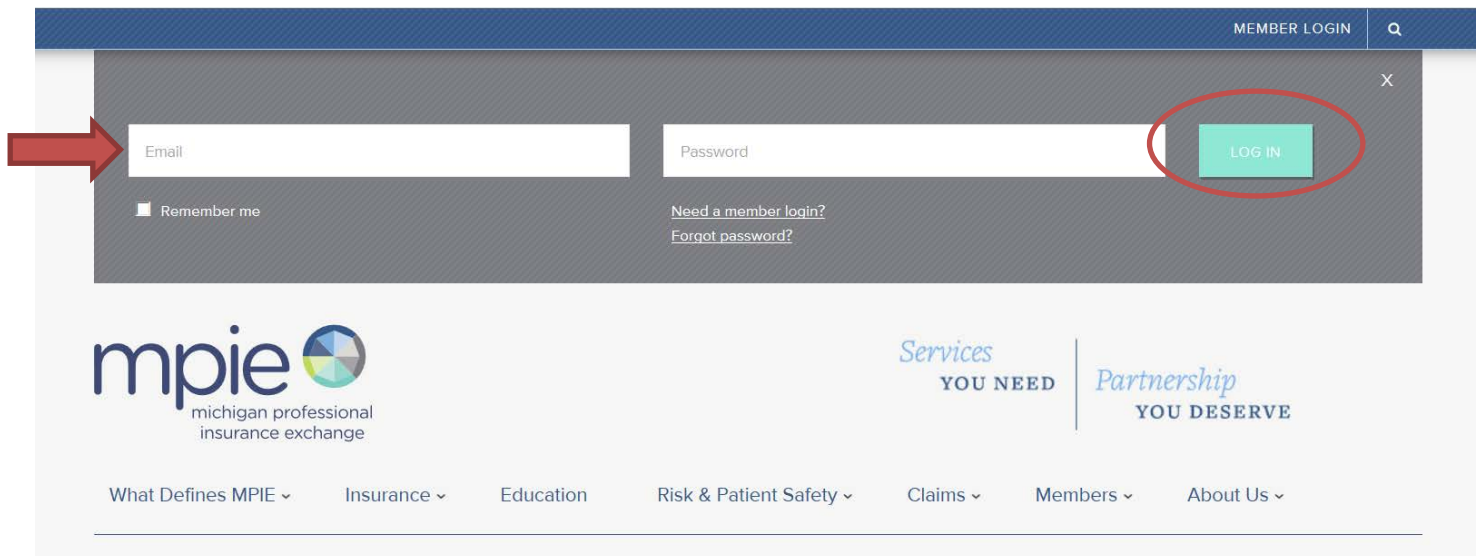
Log in to MPIE Website

If you already have a member login, follow these steps to log in:

1. Go to www.mpie.org and click on “**MEMBER LOGIN**.”



2. Enter your **e-mail address** and **password** and click the “**LOG IN**” button.

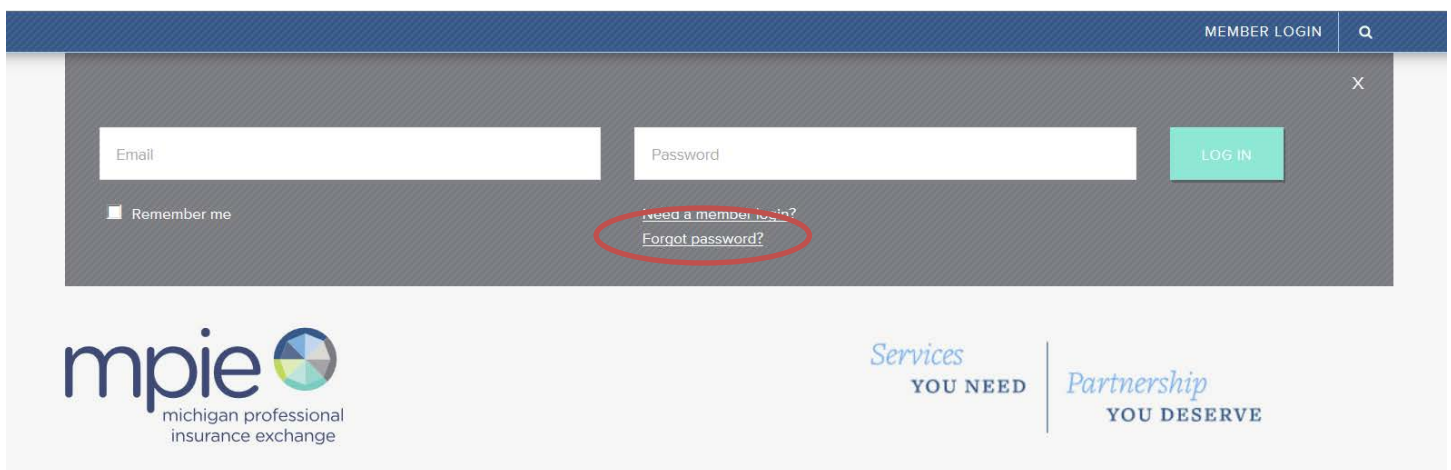


Reset Your Password

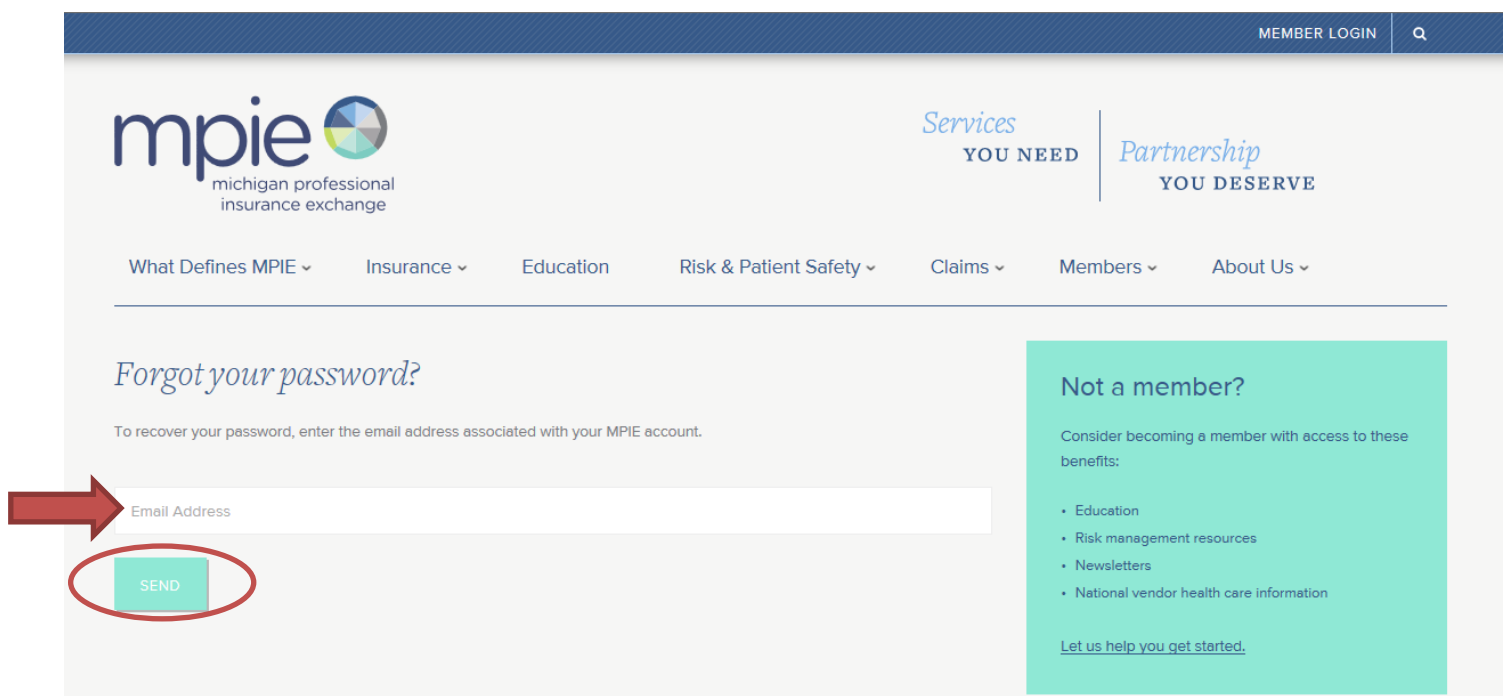
1. If you have forgotten your password, you can reset it by going to www.mpie.org and clicking on **"MEMBER LOGIN."**



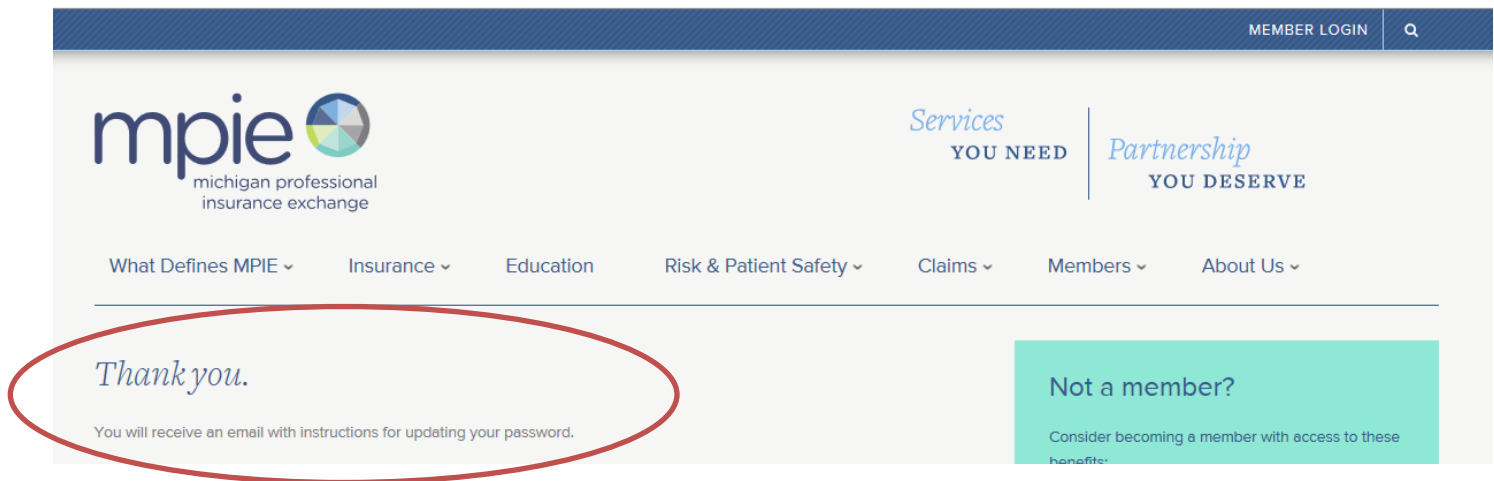
2. Click on **"Forgot password?"**



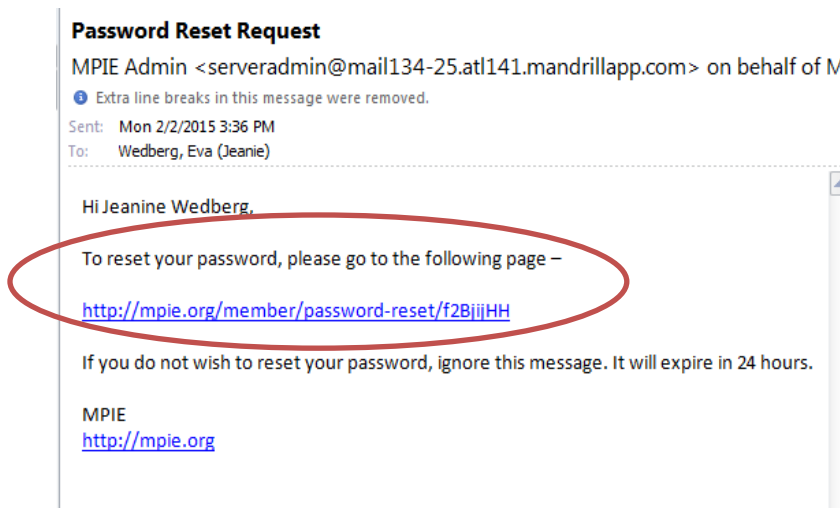
3. Type in your **email address** and click **"SEND."**



4. When your request has successfully sent, you will receive the **message** below.



5. **Check your e-mail** for a "Password Reset Request" email. See the example below. **Click the link** to direct you to the "Password Reset" page.



6. **Type in a new password** and **enter it again** to confirm. Click "**RESET PASSWORD.**"

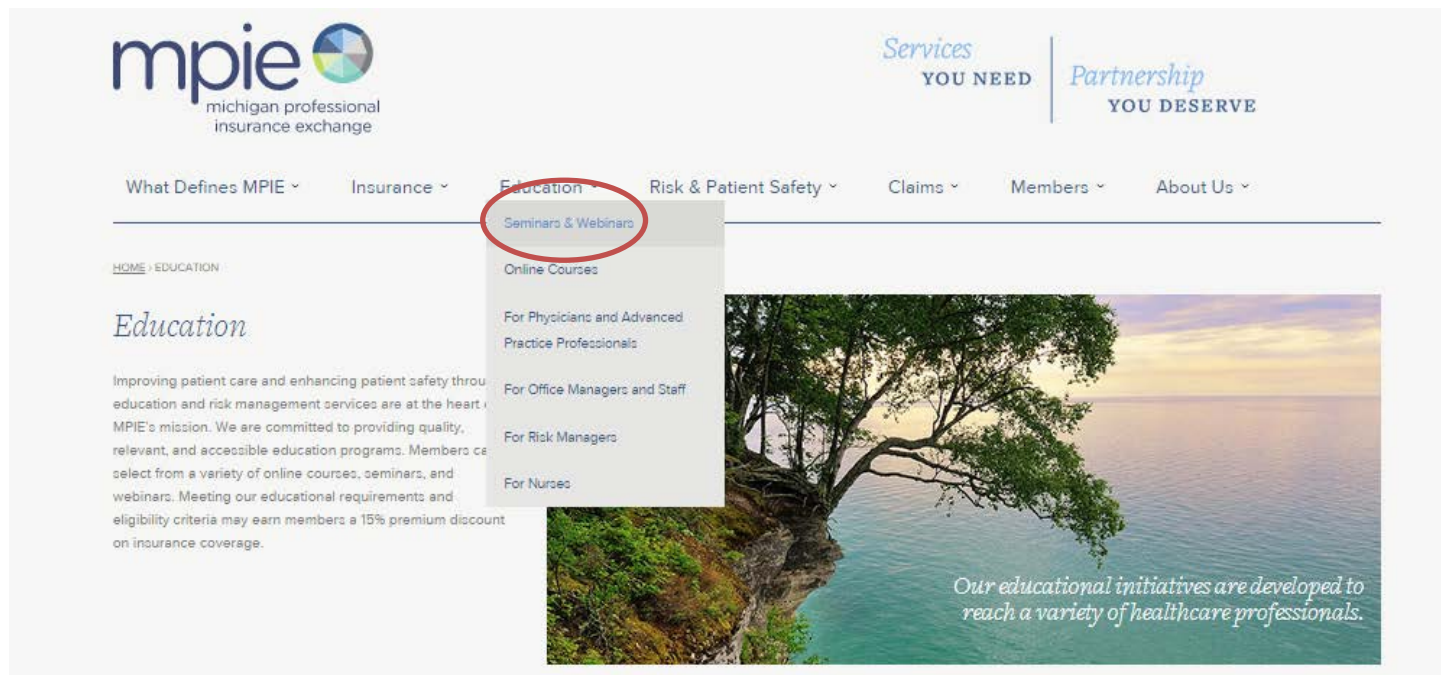
A screenshot of the 'Reset Your Password' web form. The form has a title 'Reset Your Password' and a subtitle 'Please enter a new password. You will need to enter it a second time to confirm you typed it correctly.' Below the subtitle are two input fields: 'Password' and 'Confirm Password'. Two red arrows point to these fields. At the bottom of the form is a teal button labeled 'RESET PASSWORD', which is circled in red.

7. Go to "**MEMBER LOGIN**" at the top of the page. **Sign in** using your email address and new password.

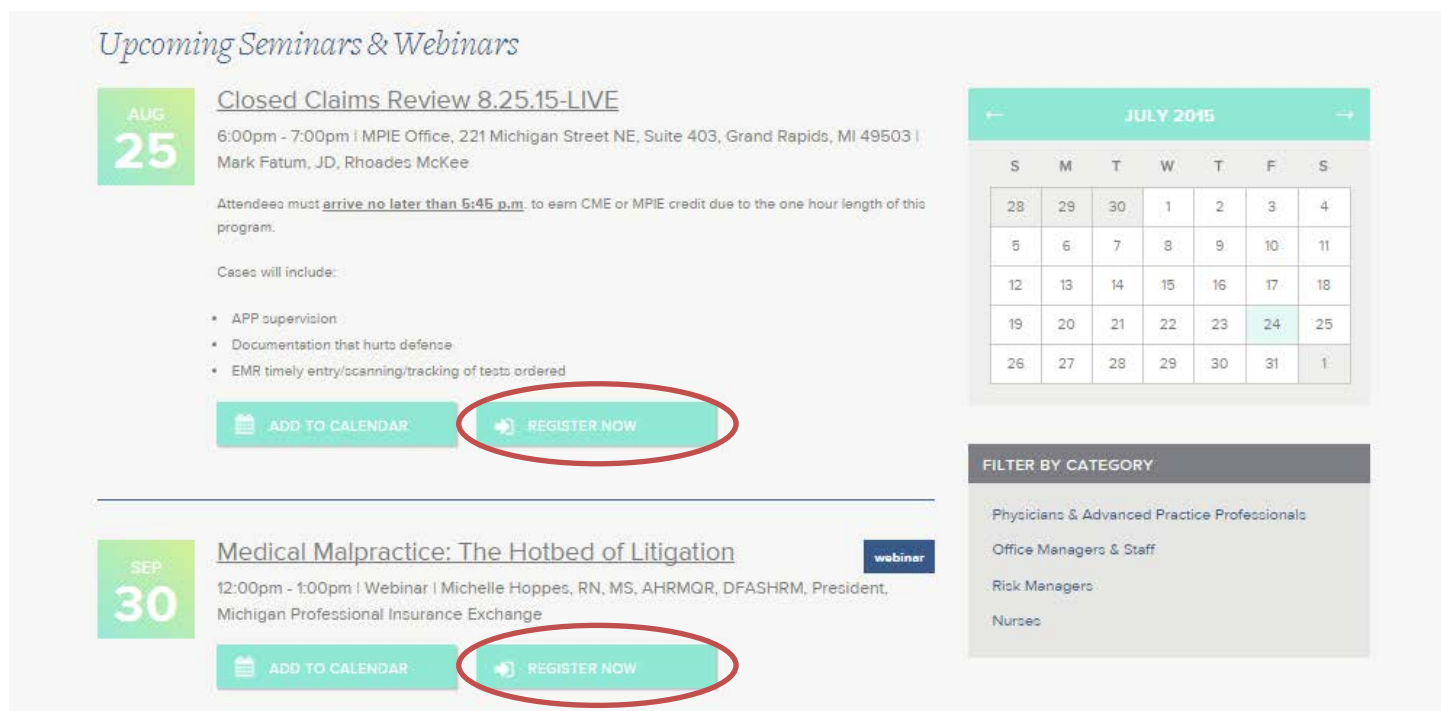
Register for a Seminar or Webinar

MPIE offers a variety of live seminars and webinars on relevant risk management and patient safety topics throughout the year. View details and register for upcoming programs through the [MPIE website](#).

1. Choose **"Seminars & Webinars"** from the **"Education"** drop-down menu.



2. Browse the available seminars and webinars listed under **"Upcoming Seminars & Webinars."** Choose one and click **"REGISTER NOW."** If desired, click **"ADD TO CALENDAR"** to open and save a calendar appointment for the program.



3. Complete the **registration form** and click "**REGISTER.**"

Upcoming Seminar


Closed Claims Review 8.25.15-LIVE

August 25, 2015 6:00pm – 7:00pm MPIE Office, 221 Michigan Street NE, Suite 403, Grand Rapids, MI 49503 | Mark Fatum, JD, Rhoades McKee

Attendees must arrive no later than 5:45 p.m. to earn CME or MPIE credit due to the one hour length of this program.

Cases will include:

- APP supervision
- Documentation that hurts defense
- EMR timely entry/scanning/tracking of tests ordered

 **ADD TO CALENDAR**

Important Note

Registration for live seminars is required. Select an event for more information. We also offer a recorded selection of our most popular seminars. For physicians and APPs attendance at a live seminar will qualify toward your 15% premium discount (you must sign in, attend the entire seminar and complete an evaluation form to earn credit). If you have questions regarding the events or your risk management credit status, please [email us](#) or call (616) 391-7988.

Register Now

First Name*

Last Name*

Company*

Address

City

State

Zip

Phone

Email* risk@mpie.org

REGISTER

4. Once your registration has been submitted, you will see the following **message**.

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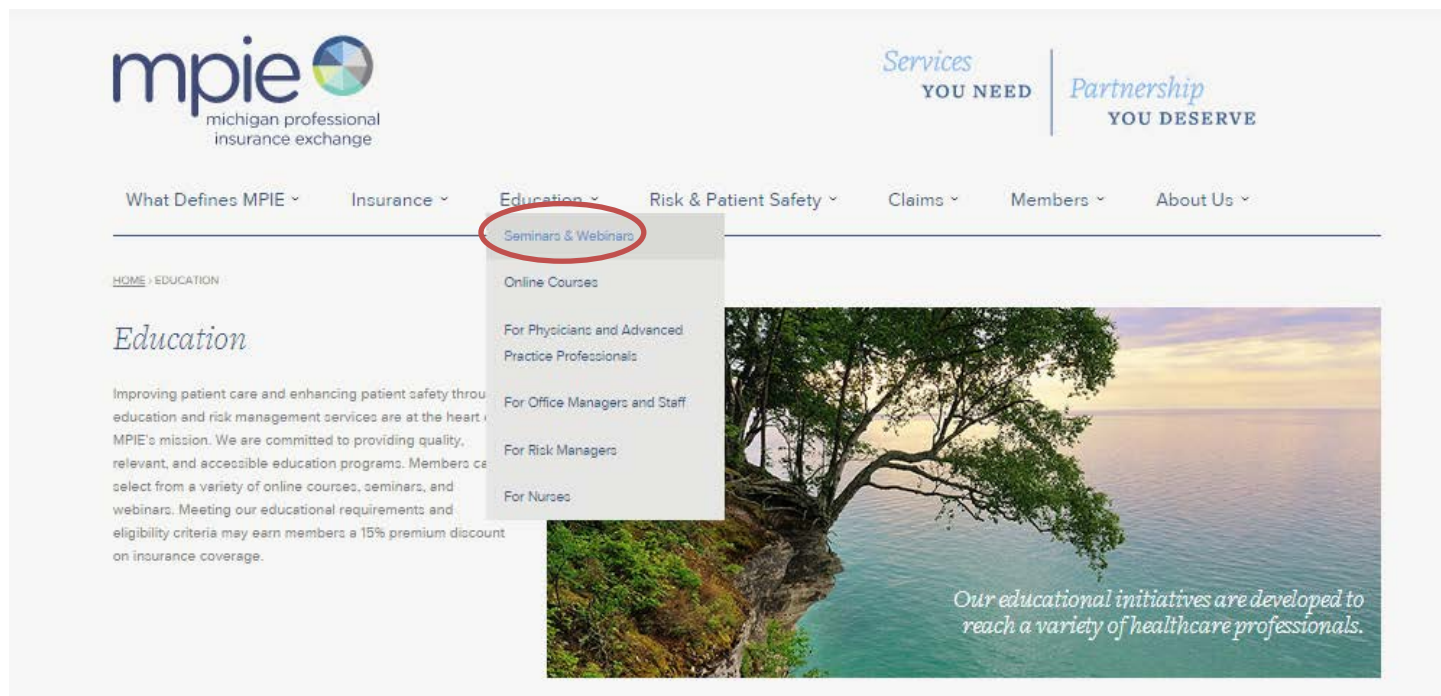
- APP supervision
- Documentation that hurts defense
- EMR timely entry/scanning/tracking of tests ordered

Your registration has been successfully submitted.

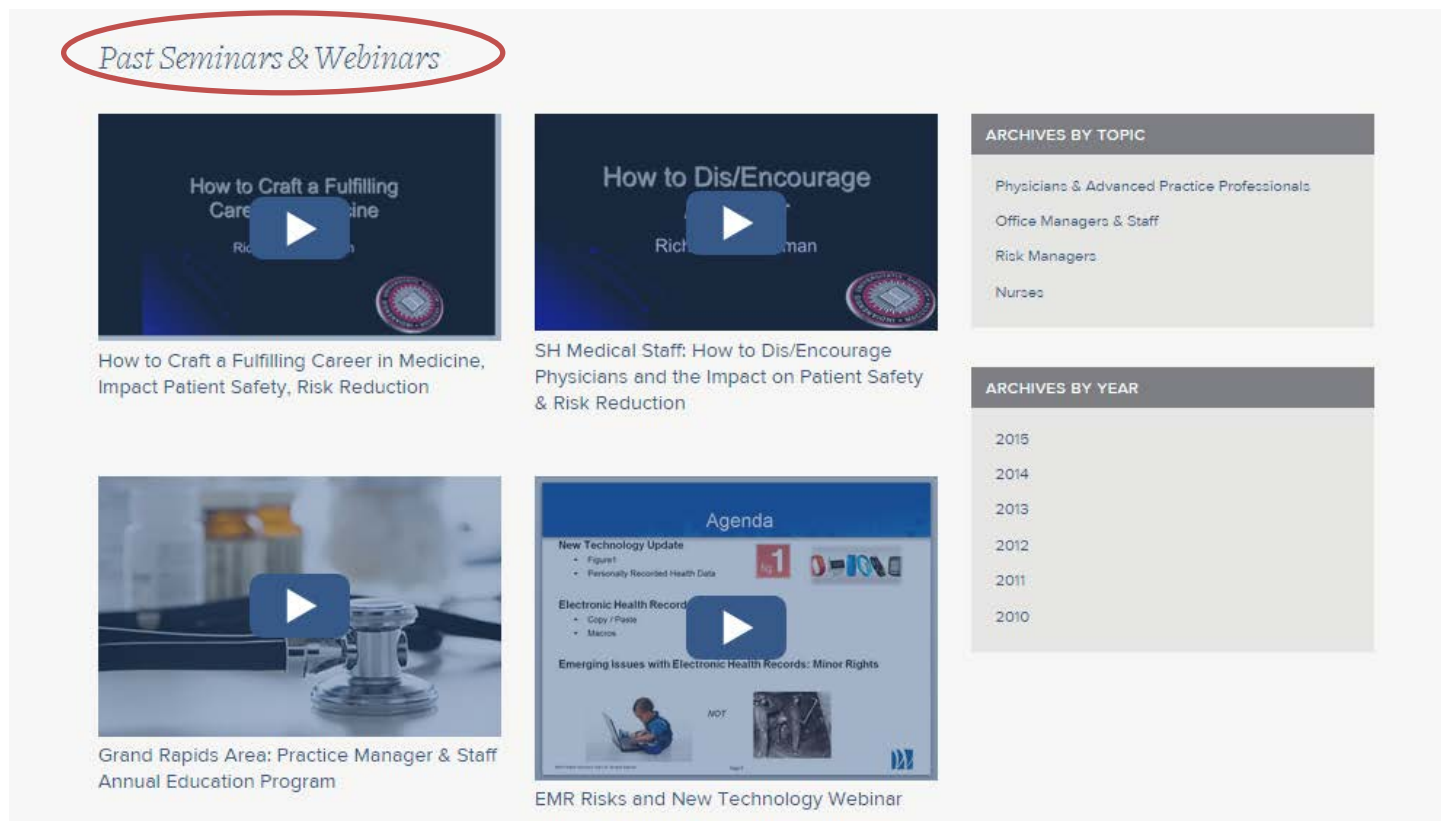
View Recorded Seminars and Webinars

MPIE recognizes that your schedule may not allow you to attend a live seminar or webinar. Therefore, recordings of these programs can also be viewed at your convenience.

1. Choose **"Seminars & Webinars"** from the **"Education"** drop-down menu.



2. Scroll down to the **"Past Seminars & Webinars"** section of the webpage and **choose a program** to view.



3. After viewing the program, click the **"SUBMIT ATTESTATION"** button to notify MPE of your program participation and receive a 15% premium discount on your next renewal. *Note: Programs must be completed at least three months prior to your renewal.*

EMR Risks and New Technology Webinar

April 8, 2015 | Lindsay Hartman & Nathan Steed - Warner Norcross Judd

Meeting Topic: MPE Webinar EMR Risks and New Technology

Meeting Number: 995 898 952

Date: Wednesday, April 08, 2015

Time: 12:00 PM, Local Time (PMT -05:00)

Host: Margaret Gartin

Presenter:

Participant:

Table of Contents:

Recording Start	00:00:00
App/Desktop Share (1) Start	00:00:00
App/Desktop Share (1) End	00:55:14
Recording End	00:55:14

Video Attestation

****Physician and APP Participants:**

In order to receive credit towards the 15% premium discount requirement, you must click the Submit Attestation button once you have viewed this webinar in its entirety. **The Attestation button will not become active until the entire program has been viewed.** Participation in a risk management activity is required annually to maintain the premium discount.

Please click the button below once you have viewed this program in its entirety.

SUBMIT ATTESTATION

4. Once submitted, you will see the following **message** below the program recording.

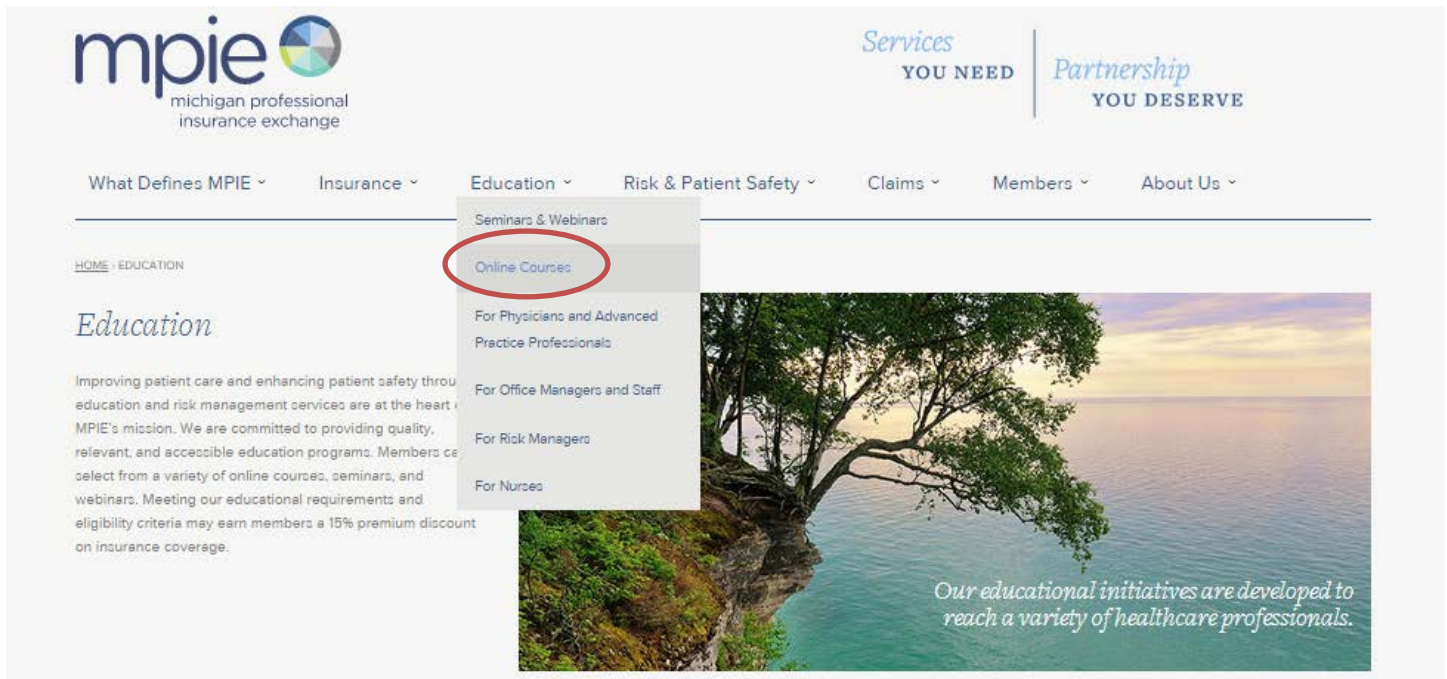
Thank You!

Your attestation for this webinar has been sent. Your credits will be applied to your account.

Participate in Online Courses

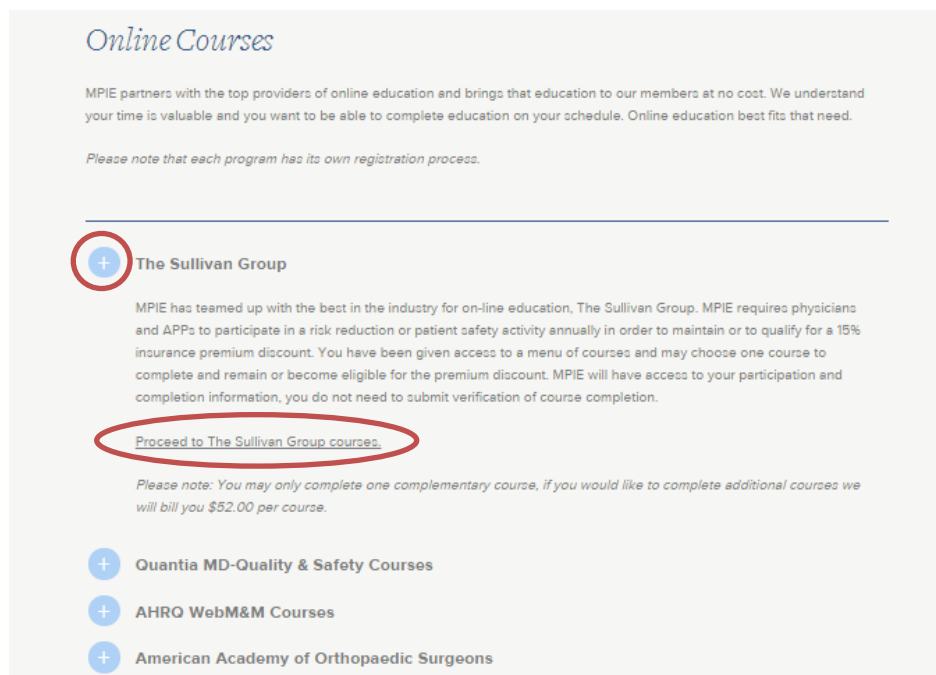
MPIE partners with the top providers of online education and brings that education to our members at no cost. We understand your time is valuable and you want to be able to complete education on your schedule. Online education best fits that need. *Please note that each program has its own registration process.*

To access the online courses, choose “**Online Courses**” from the “**Education**” drop-down menu.



The Sullivan Group

1. Click on the **plus sign icon** next to “**The Sullivan Group**” and click “**Proceed to The Sullivan Group courses.**”



2. If you don't have a username and password, contact MPIE at risk@mpie.org or 616.202.2288, ext. 3 to request an account. If you have a username and password, click the box on the bottom right of the screen to log in.

Powered by The Sullivan Group



Services
YOU NEED

Partnership
YOU DESERVE



MY ACCOUNT

SUPPORT

CONTACT US

HOME

WELCOME!

MPIE has teamed up with the best in the industry for on-line education, The Sullivan Group. MPIE requires physicians to participate in a risk reduction or patient safety activity annually in order to maintain or to qualify for a 15% insurance premium discount. You have been given access to a menu of courses and may choose one course to complete and remain or become eligible for the premium discount. You may participate in any of the courses listed regardless of your specialty. The Sullivan Group offers a wide variety of educational courses; if you are interested in a course not listed in your account, please contact the Sullivan Group directly. MPIE will have access to your participation and completion information.

The following courses are highly recommended for all MPIE provider education: 11 Simple Strategies to Prevent Medication Errors and Handoffs, Transitions & Discharges; Key Moments in Patient Care.

Please note: You may only complete one complementary course, if you would like to complete additional courses we will bill you \$52.00 per course.

The Sullivan Group designates these enduring materials for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For more information about the requirement, please go to: <http://mpie.org/members>

I have not registered with The Sullivan Group. I need to register and create a user name and password.


You only need register once.

[Register Here](#)

I have already registered with The Sullivan Group. I am ready to start or continue my course(s).


[Login Here](#)

3. Enter your **user name and password** and click "**Login**." If needed, use the "Forgot Password" button to reset your password.



Services
YOU NEED

Partnership
YOU DESERVE



MY ACCOUNT

SUPPORT

CONTACT US

HOME

Course Login

Enter the User Name and Password you created when you registered.

Log in and click on the tab titled "My Curriculum - Begin Taking courses." You will only see the course headers (ex. 2015 course curriculum). Click on the + (plus) sign on the left side of a course header to see the full curriculum.

User Name

Password

Login

If you forgot your password please click on the "Forgot Password" button.

>

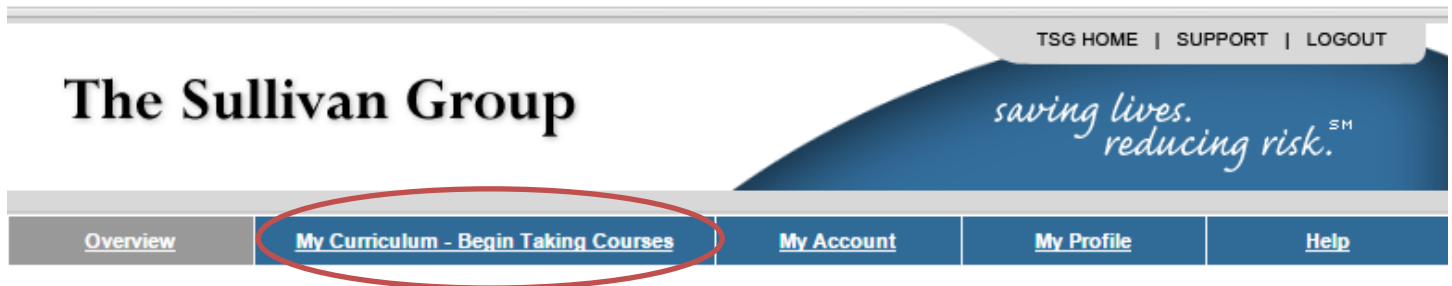
Forgot Password

WARNING

When exiting a course, you MUST click on the 'Log out' hyperlink. Closing the browser without clicking on the 'Log out' hyperlink will result in lost or corrupt data.

For security reasons, after 20 minutes of inactivity you will automatically be disconnected from our servers. You must log back in.

4. Click "My Curriculum – Begin Taking Courses."



5. Click the **plus sign icon** next to each category to view the related courses. Click on a title to begin a course.

The screenshot shows the "My Curriculum - Begin Taking Courses" page. At the top, there's a header with the logo and tagline. Below it is a navigation bar with the same five links as the previous screenshot. The main content area is titled "Your 2015 Curriculum" and shows a list of courses. A red arrow points to the "General Risk Management" category, which has a minus sign icon next to it. Below this category, there are four courses listed: "11 Simple Strategies to Prevent Medication Errors - CME", "Handoffs, Transitions & Discharges: Key Moments in Patient Care - CME", "Communication Strategies to Improve Patient Safety in High-Risk Situations - CME", and "Technology Revolution: Improving Patient Safety, Reducing Liability - CME". To the right of the course list, there are several sidebar sections: "Alerts" with a link to "About Your New Home Page", "Facility Curriculum Settings" with a note about retaking a course every 5 years, "Your Facility Administrator" with contact information for Karen Ragland, "STATS at a Glance For Year" with a dropdown menu for "All Courses" and statistics for "Courses Taken" and "Credit Hours", and "Support Center" with links for "FAQs", "Contact Support", and "Set Password Hint Questions".

6. MPIE will automatically be notified of your program participation and will award a 15% premium discount on your next renewal. *Note: Programs must be completed at least three months prior to your renewal.*

QuantiaMD – Quality & Safety Courses

1. Click on the **plus sign icon** next to “QuantiaMD – Quality & Safety Courses” and click “Proceed to QuantiaMD online education.”

Online Courses

MPIE partners with the top providers of online education and brings that education to our members at no cost. We understand your time is valuable and you want to be able to complete education on your schedule. Online education best fits that need.

Please note that each program has its own registration process.

+ The Sullivan Group

+ **Quantia MD-Quality & Safety Courses**

QuantiaMD may be used to meet your educational needs and to satisfy the requirements of the MPIE Provider Loss Prevention Program/Premium Discount Program.

In order to access QuantiaMD, providers will need to become a member, to do so follow the link below and select “Join Now” and complete the required fields.

[Proceed to QuantiaMD online education.](#)

Navigate to the Quality & Safety page, choose ANY of the topics offered in the EXPERT PRACTICE SERIES complete the entire series of courses for that activity – you must earn a CERTIFICATE as that will act as your evidence of completion for the MPIE credit program. No other courses are currently eligible for the MPIE premium discount program and will not be accepted if submitted.

All courses in a series must be completed. Once you have successfully completed and obtained the certificate of completion, please forward it to MPIE so we may record and credit you for the activity. Please email or fax your CERTIFICATE to MPIE Risk Management at risk@mpie.org or fax: 616-391-1999

+ AHRO WebM&M Courses

+ American Academy of Orthopaedic Surgeons

2. If you are not already a member of QuantiaMD, click on “**Join for Free**” and complete the registration form. If you are a member, **sign in** using your email address and password.

QuantiaMD

Email address: Password: Sign In
Forgot password?

Formats Topics Faculty Partners Take a Tour **Join for Free**

Practical Advice for Practicing Physicians

Join the Community
It's free—always

LEARN	ASK	SOLVE	EARN
From top experts	Questions and seek advice	Challenging cases	Rewards for knowledge
Last 0 seconds ago	Last 15 minutes ago	Last 46 seconds ago	Last 4 minutes ago

- Once logged in, choose “**Quality & Safety**” from the “**Topics**” menu.

The screenshot shows the QuantiaMD website header and a navigation menu. The header includes the QuantiaMD logo, a search bar, and user information for Nichole Dennis, Risk Management. The navigation menu is divided into five columns: Formats, Topics, Faculty, Partners, and Post. The 'Topics' column lists various medical specialties, with 'Quality & Safety' circled in red. The 'Post' column contains a 'Create a Member Post' section with a 'Start now' button.

Formats	Topics	Faculty	Partners	Post
Cases	Cancer & Oncology	Baylor	AAFP	Create a Member Post Ask a question of specialists or share with the audience Start now
AMA PRA Category 1 Credit™	Cardiology	Cleveland Clinic	AAPL	
Contests	Diabetes	Duke	ADAA	
Courses	Emergency Medicine	Johns Hopkins	CDC	
Expert Presentations	Gastroenterology	MD Anderson	CMS	
Grand Rounds	General Medicine	Mayo Clinic	Endocrine Society	
Image Challenges	Healthcare Reform	Medical University of South Carolina	Million Hearts	
	Hospital Medicine	Memorial Sloan-Kettering	NCCN	
	Infectious Disease	National Jewish Health	SHM	
	Leadership	New York-Presbyterian	SIDM	
	Mental Health & Psychiatry	Northwestern Memorial		
	Nephrology	Select Medical		
	Neurology	Thomas Jefferson		
	Pain	UCLA		
	Patient Experience	UCSF		
	Pediatrics	UPMC		
	Physician Wellbeing	University of Michigan		
	Practice Management	University of Pennsylvania		
	Pulmonology			
	Quality & Safety			
	Rheumatology			
	Sports Medicine			
	Women's Health			
	ALL TOPICS			

- Choose any of the “**Expert Practice Series**” programs in the “**Quality & Safety**” section. ***These are the only courses on this site eligible for the MPIE premium discount program.*** All courses in a series must be completed in order to receive a certificate. **Email your certificate to risk@mpie.org or fax it to 616.741.1999** to notify MPIE of your participation in this program and receive a 15% premium discount on your next renewal. *Note: Programs must be completed at least three months prior to your renewal.*

AHRQ WebM&M Courses

1. Click on the **plus sign icon** next to “AHRQ WebM&M Courses” and click “Proceed to AHRQ WebM&M courses.”

2. If you don't already have a complimentary AHRQ account, create one by completing the “**New User?**” section, clicking “**Register Now**” and completing the **registration form**. If you already have an account, **sign in** using your email address and password.

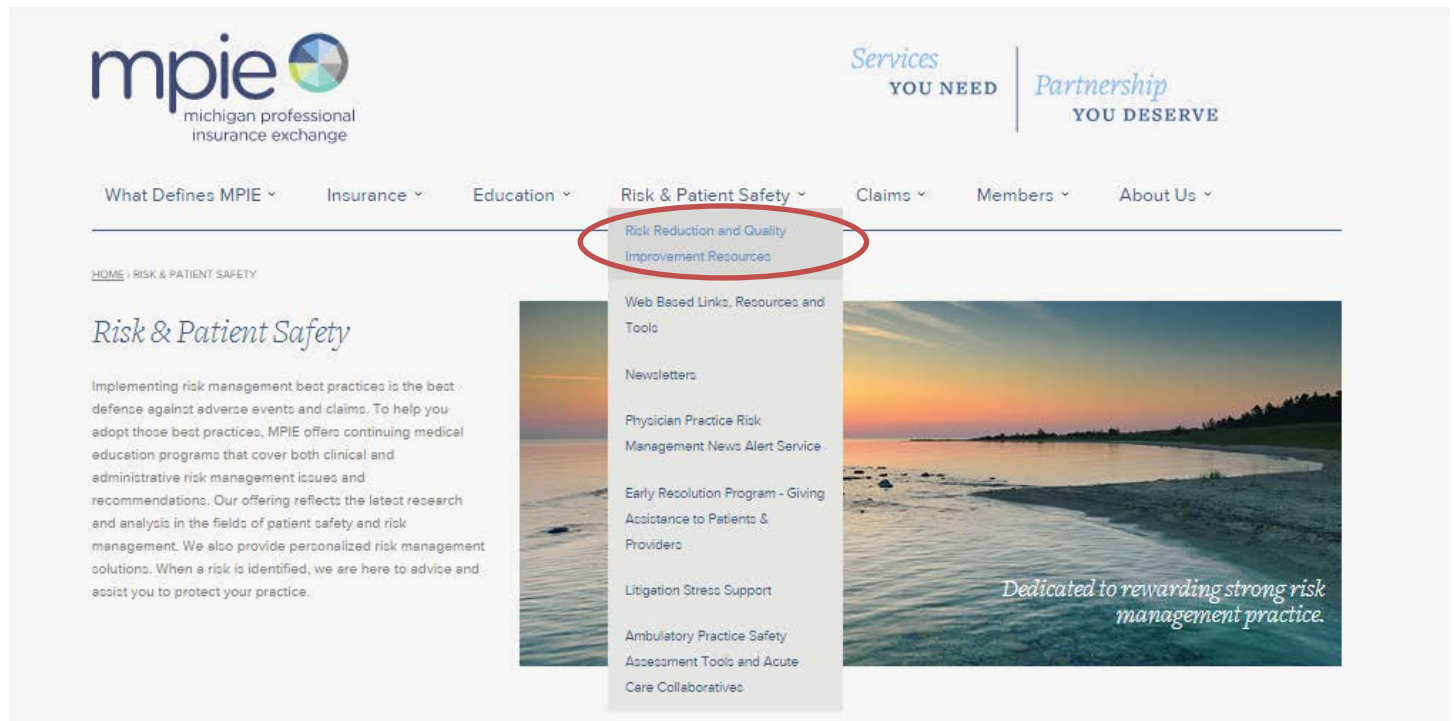
3. **Read the cases and take the corresponding quizzes.** AHRQ requires you to earn a minimum of two CME credits to obtain a CME certificate. **Email your CME certificate to risk@mpie.org or fax them to 616.741.1999** to notify MPIE of your participation in this program and receive a 15% premium discount on your next renewal. *Note: Programs must be completed at least three months prior to your renewal.*

Access Risk Reduction and Quality Improvement Resources

MPIE Physician Office Risk Management Manual

Provided for our physician and office staff members, this manual provides guidance and tools on the most frequently asked risk management topics.

1. Choose **“Risk Reduction and Quality Improvement Resources”** from the **“Risk & Patient Safety”** drop-down menu.



1. Click on **“MPIE Physician Office Risk Management Manual.”**



2. The manual will open in a PDF file. Click on a topic in the Table of Contents (pages 3-7) to navigate to that page. Use the **“Return to Table of Contents”** link at the end of each section to navigate back.

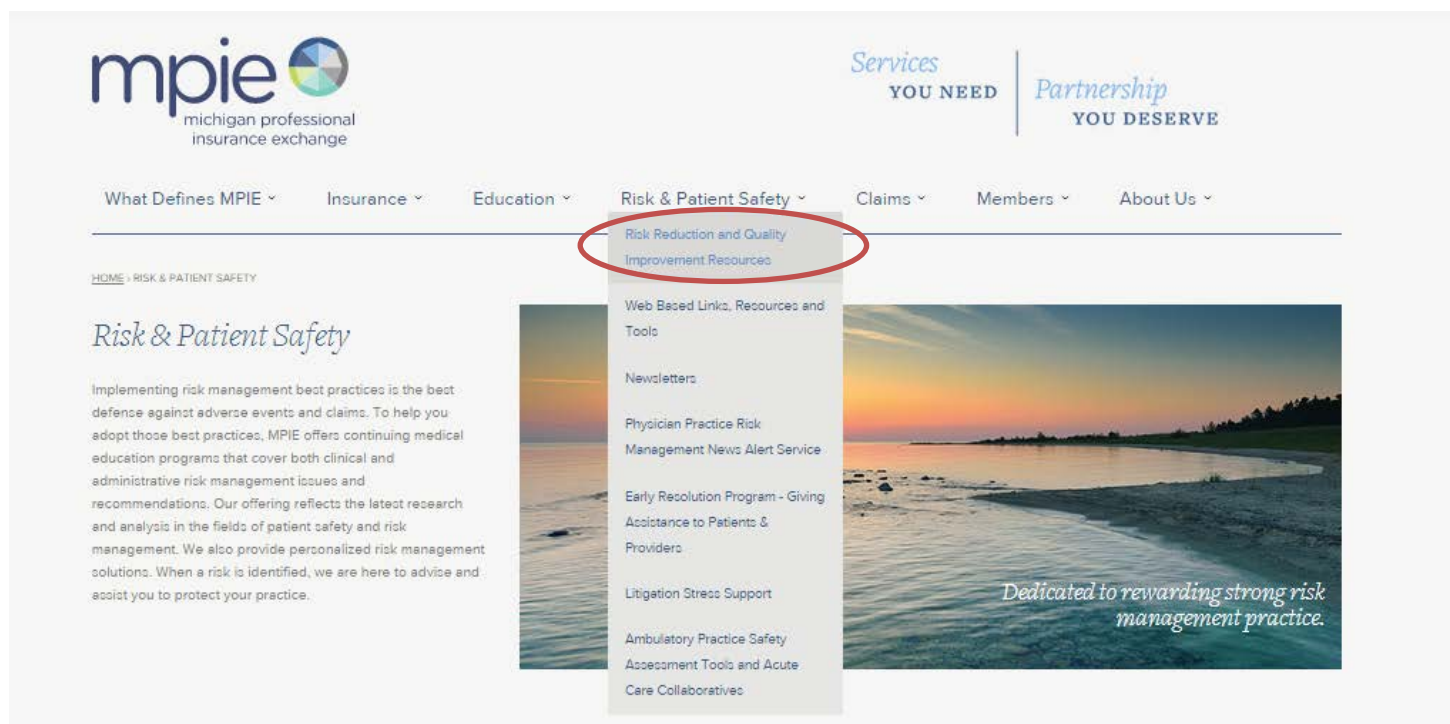
ECRI Physician Practice Risk Management Resources

This partner resource is available to MPIE members at no cost. The ECRI Physician Practice Risk Management Resources provides another source for risk management and patient safety tools.

Available resources include:

- Toolkits
- Sample policies and tools
- Guidance articles
- Physician practice e-news archives
- Self-assessment questionnaires
- Education/training resources

1. Choose **"Risk Reduction and Quality Improvement Resources"** from the **"Risk & Patient Safety"** drop-down menu.



2. Click on **"ECRI Physician Practice Risk Management Resources."**



3. Select the “Resources” tab on the ECRI website to access all available tools.

ECRI Institute

About ECRINewsEventsContact UsMy AccountLog Out

My ECRITopics**Memberships & Services**


M... Search Memberships & Services

Your browsing history +

Physician Practice Risk Management

Evidence-based tools, analyses, and strategies to help you manage risks and patient safety in your physician practices. Advice and tools to address your most challenging safety, risk, and quality issues.

OverviewServices**Resources**NewsHelp

**PATIENT SAFETY AND QUALITY**

Quick Links

[Table of Contents](#) | [Physician Practice E-News](#) | [Toolkits](#) | [Guidance Articles](#) | [Sample Policies & Tools](#) | [Self-Assessments](#) | [Education & Training](#)

TOOLKITS

Collections of tools, outside resources, and educational programs on key risk management topics like [Credentialing](#), [Test Tracking and Follow-Up](#), [Quality Improvement](#), and more.

[View Toolkits >](#)

SAMPLE POLICIES AND TOOLS

See how other organizations have addressed challenges and access expert guidance from regulatory, accrediting, and patient safety agencies.

[Search Sample Policies and Tools >](#)

[View List of Policies and Tools >](#)

GUIDANCE ARTICLES

In-depth discussions of risk, safety, and compliance topics; action recommendations, lists of resources, and supplementary articles.

[Search Guidance Articles >](#)

[View List of Guidance Articles >](#)

PHYSICIAN PRACTICE E-NEWS

Biweekly news with up-to-the-minute information on developments in risk management and

CONTACT US


I need help with...


Ambulatory Care Risk, Quality, & Safety

Physician Practice Risk Management
physicianpractice@ecri.org
(610) 825-6000 ext. 5474

[Request More Information >](#)

[ECRI Directory >](#)

[Live chat with an ECRI Representative >](#)
Available Monday-Friday
8:30 am to 5:00 pm ET

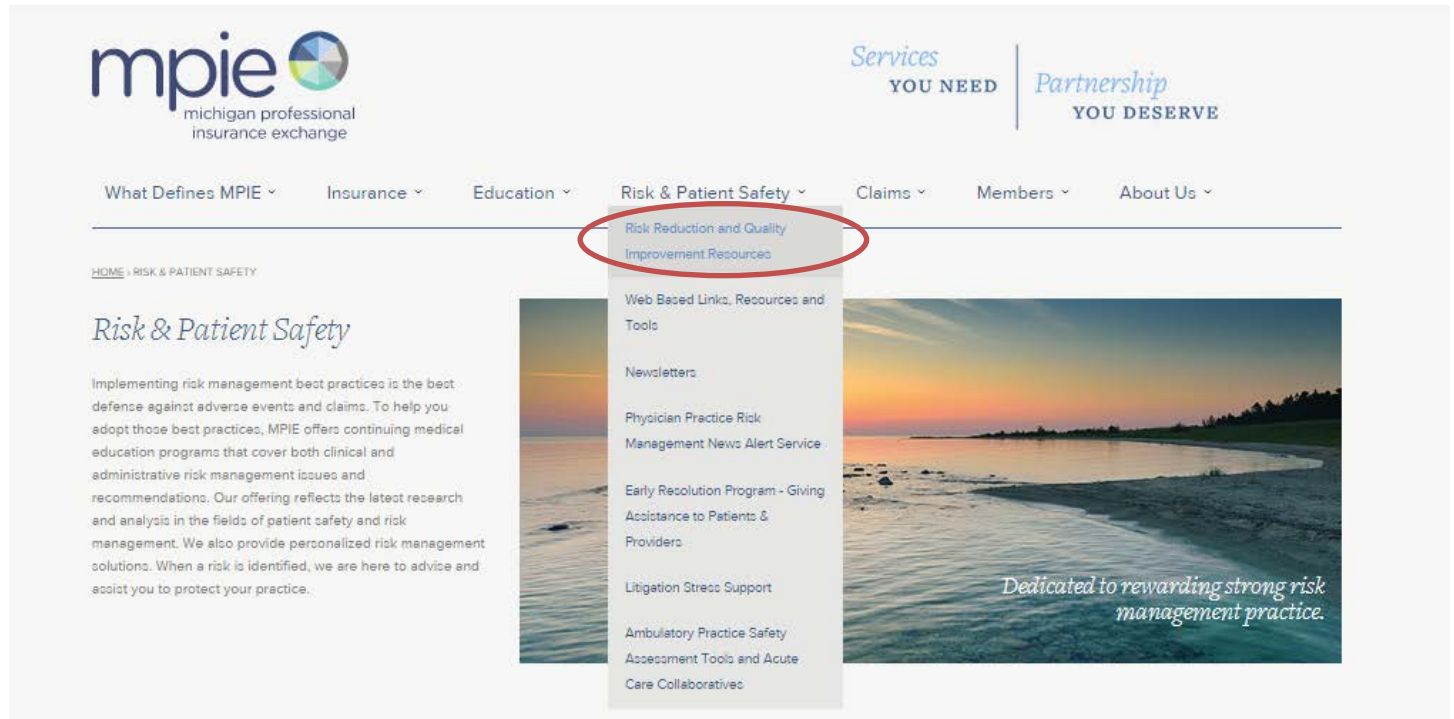
[Report a Device Problem >](#)

NEW WEBSITE RESOURCES

MPIE Ambulatory Care Quality Improvement Manual

This manual is intended to provide you with guidance to apply the concepts of Plan, Do, Change, Act to any process in your practice that requires improvement.

1. Choose **"Risk Reduction and Quality Improvement Resources"** from the **"Risk & Patient Safety"** drop-down menu.



2. Click on **"MPIE Ambulatory Care Quality Improvement Manual."**



3. The manual will open in a PDF file.

Access Web Based Links, Resources and Tools

The Web Based Links, Resources and Tools section provides you with quick links to a variety of authoritative websites, sample documents, and tools. Providers and practice managers may use these tools to assess your practice's level of compliance with regulations as well as patient safety practices.

Click on the **plus sign icon** to the left of each topic to expand that section and access the related resources.

Web Based Links, Resources and Tools

The Web Based Links, Resources and Tools section provides you with quick links to a variety of authoritative websites, sample documents, and tools. Providers and practice managers may use these tools to assess your practice's level of compliance with regulations as well as patient safety practices.

The information available under each expanded link will save you time and frustration in searching the web to find what you need. Topics included in this section range from HIPAA to a variety of Quality Improvement Projects that you may find helpful in improvements or education you would like to provide in your own practice.

Resources

- + Clinical Decision Support Tools
- + Collaborative Projects
- + Communication and Consent
- + Disclosure Resources
- + Government & Regulations
- + HIPAA Resources
- + Information Management & Security**
 - [National Institute of Standards and Technology](#)
 - [Information Security Management \(ISO\)](#)
 - [Information Security Resources](#)
 - [Information Technology & Management Systems](#)
 - [American Health Information Management Association](#)
- + Litigation Stress Support
- + Medication Safety
- + Patient Safety Resources
- + Quality Improvement Project
- + References
- + Specialty Specific Resources
- + State Resources

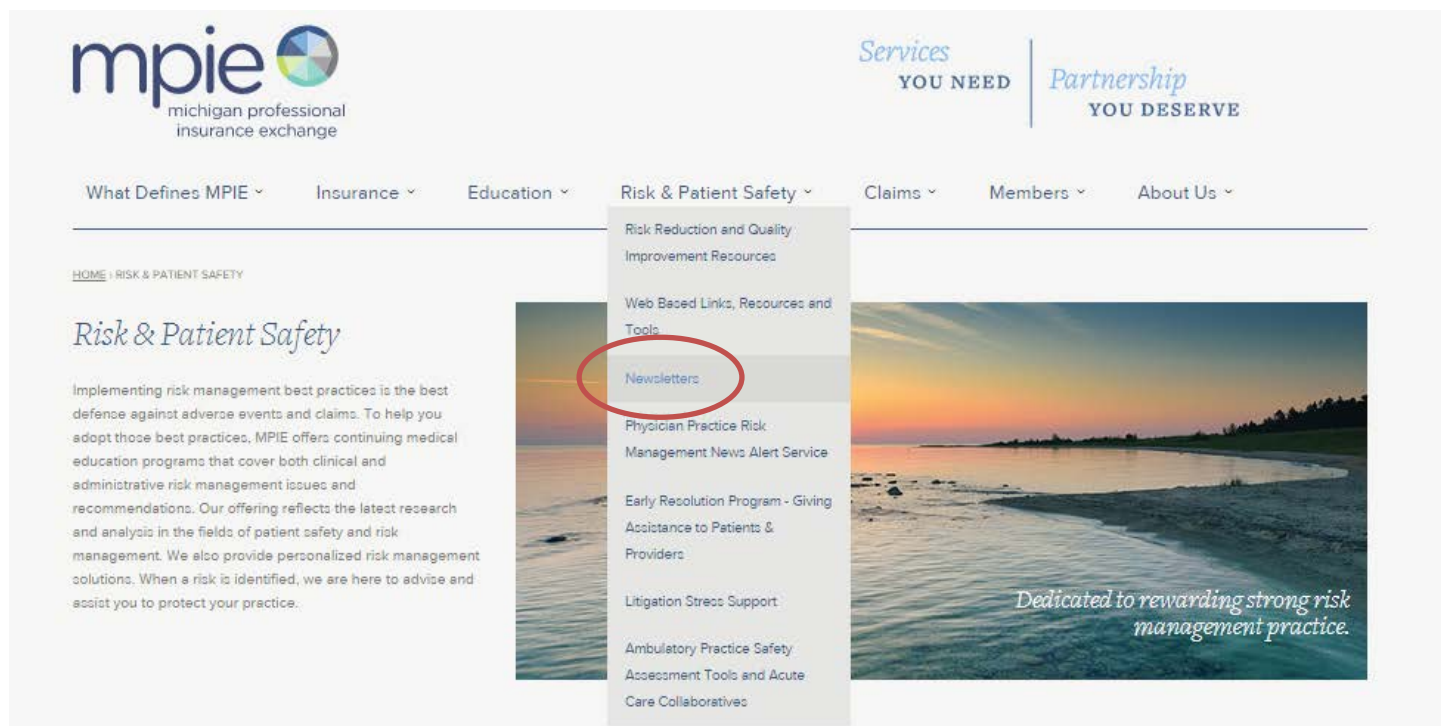
Important Note

Please make sure to expand the sections below to get exclusive and in-depth resources specially-sourced by MPIE.

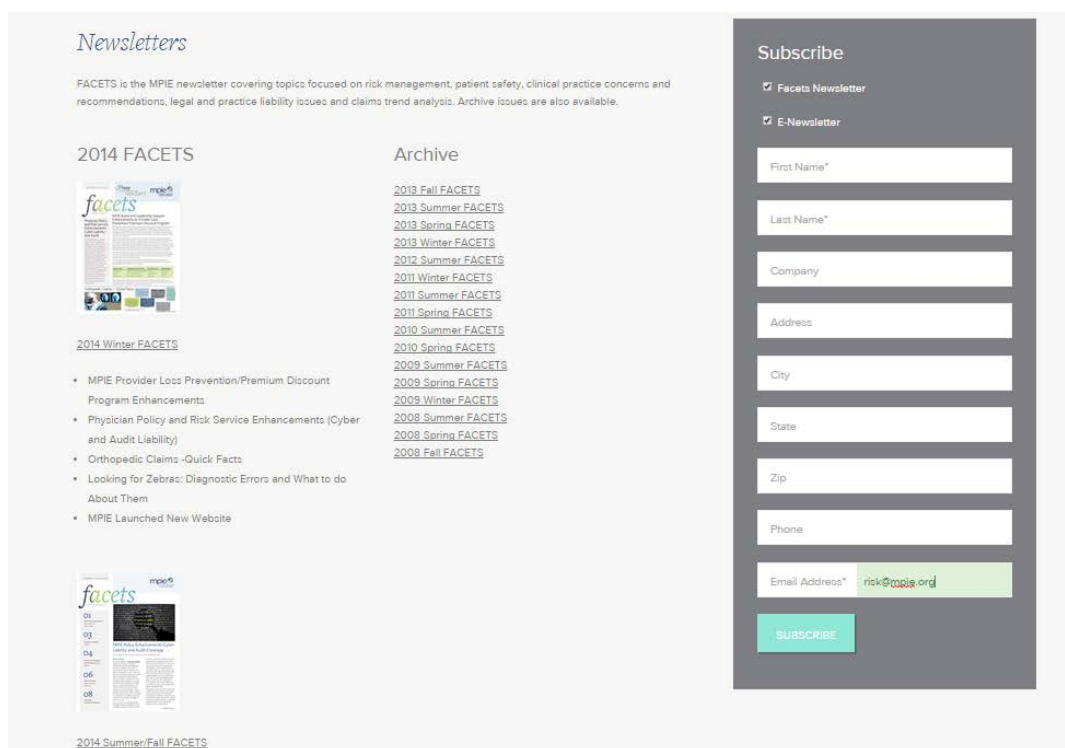
Read FACETS Newsletter

FACETS is the MPIE newsletter covering topics focused on risk management, patient safety, clinical practice concerns and recommendations, legal and practice liability issues and claims trend analysis.

1. Choose “Newsletters” from the “Risk & Patient Safety” drop-down menu.



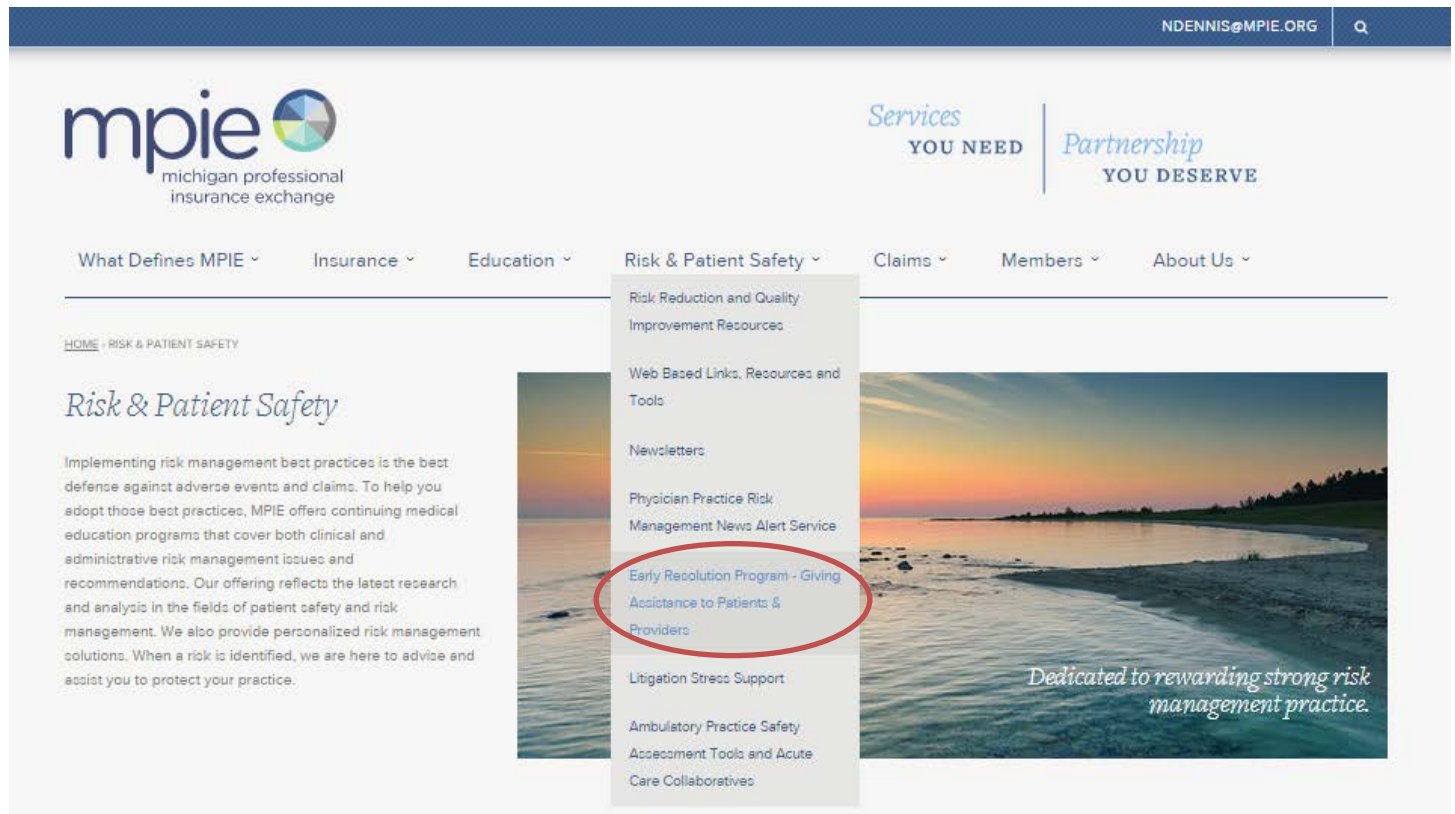
2. Click the **hyperlinks** to open a PDF file containing the newsletter.



Obtain Information on MPIE's Early Resolution Program – Giving Assistance to Patients & Providers

Early Resolution Program - Giving Assistance to Patients & Providers is designed by MPIE to address the needs of providers and their patients after an unexpected outcome has taken place.

1. Choose “**Early Resolution Program – Giving Assistance to Patients & Providers**” from the “**Risk & Patient Safety**” drop-down menu.



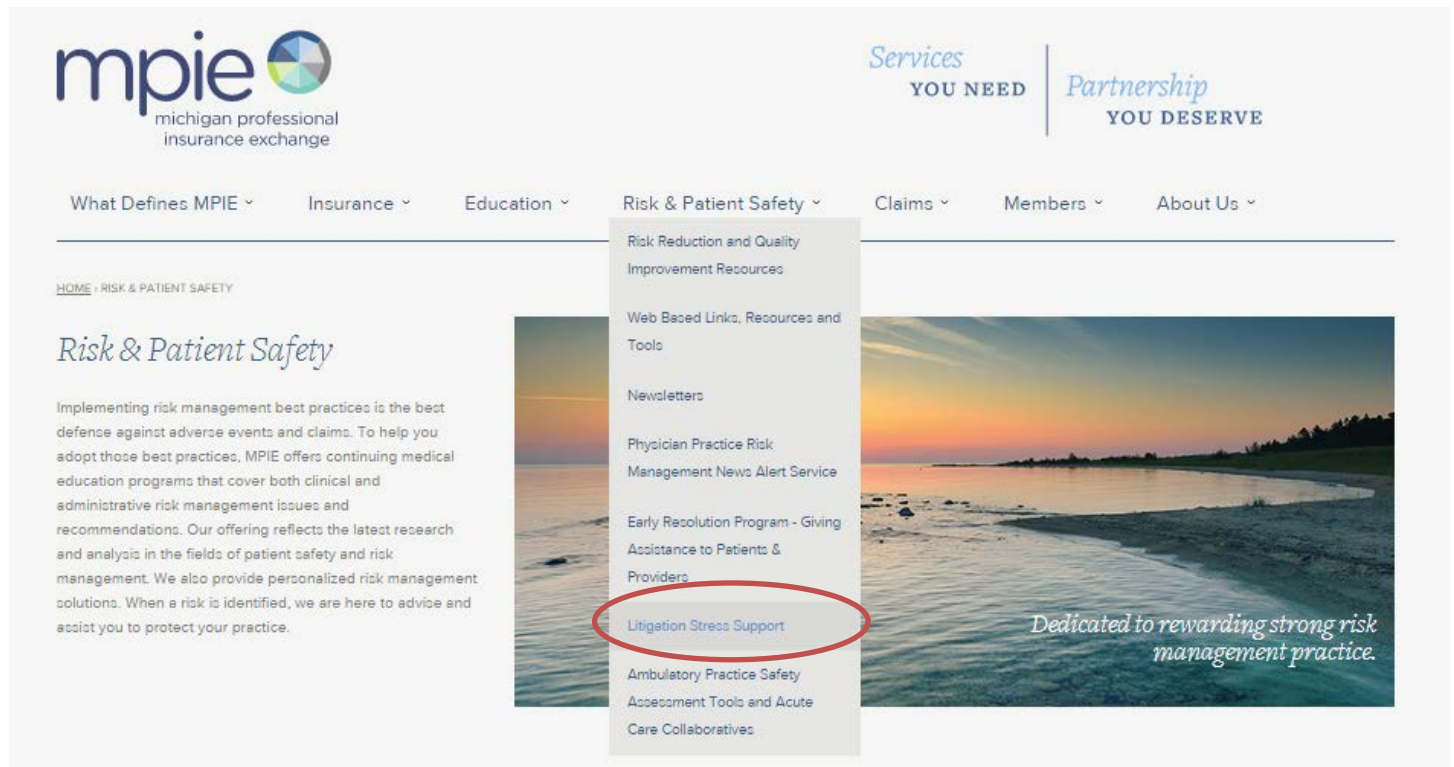
2. Use the links under “**Early Resolution Program Tools**” to access the program information including a booklet, patient information sheet, physician enrollment form, and tip card.



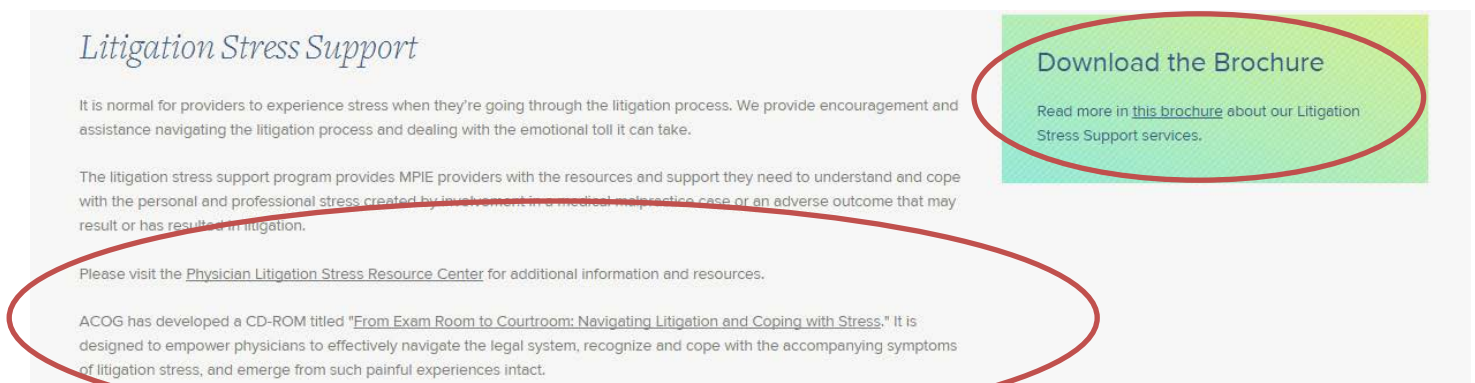
Obtain Information on MPIE's Litigation Stress Support Program and Resources

The litigation stress support program provides MPIE providers with the resources and support they need to understand and cope with the personal and professional stress created by involvement in a medical malpractice case or an adverse outcome that may result or has resulted in litigation.

1. Choose "**Litigation Stress Support**" from the "**Risk & Patient Safety**" drop-down menu.



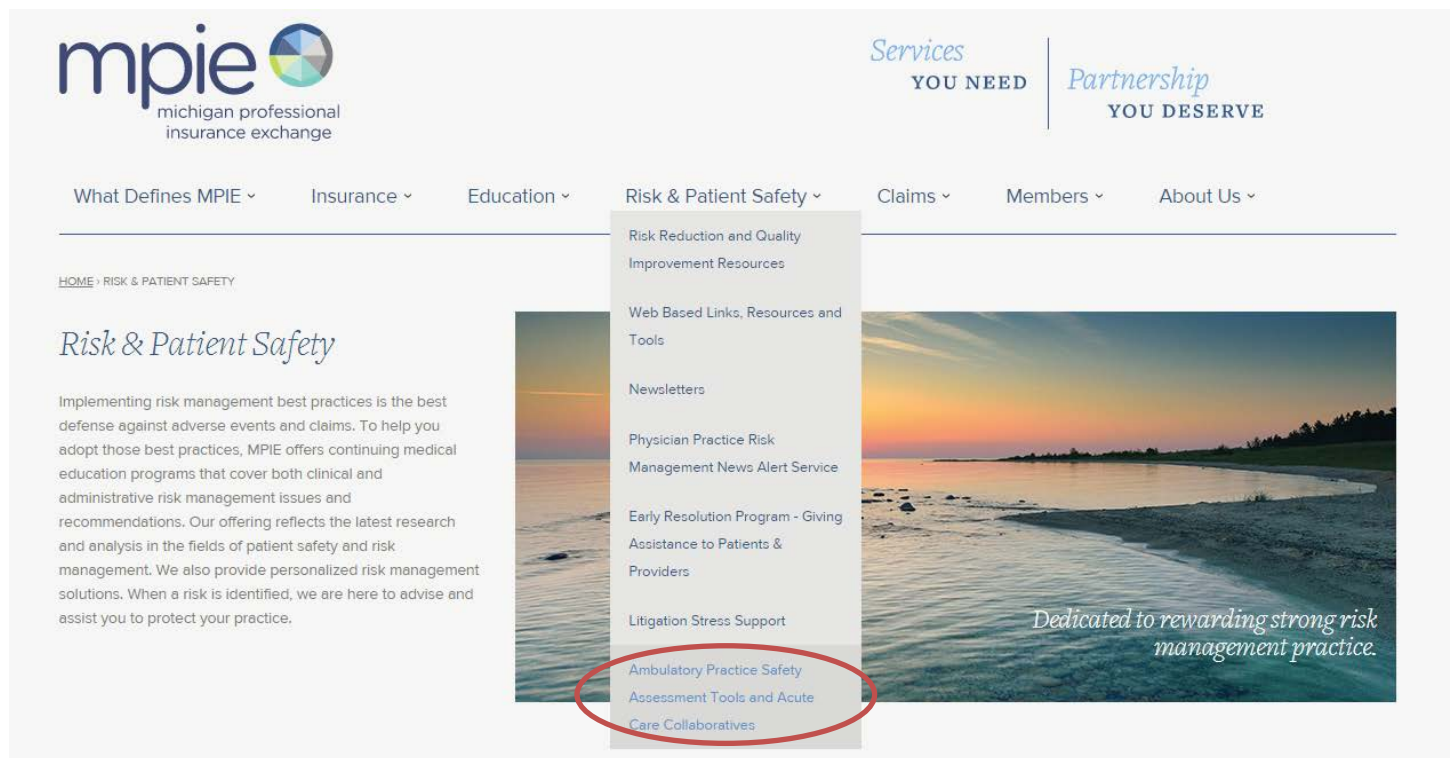
2. Use the **hyperlinks** to access the program brochure and other resources related to litigation stress.



Utilize Ambulatory Practice Safety Assessment Tools

As part of our support for patient safety in the ambulatory care setting, MPIE provides several proactive self-assessment tools to assess your patient safety practices and improve, as necessary. This service is free, and participation in the safety activity (may be optional or required) and may meet the criteria for the 15% premium discount. Please inquire with the Risk Management Department directly if you are interested in completing a self-assessment for premium credit.

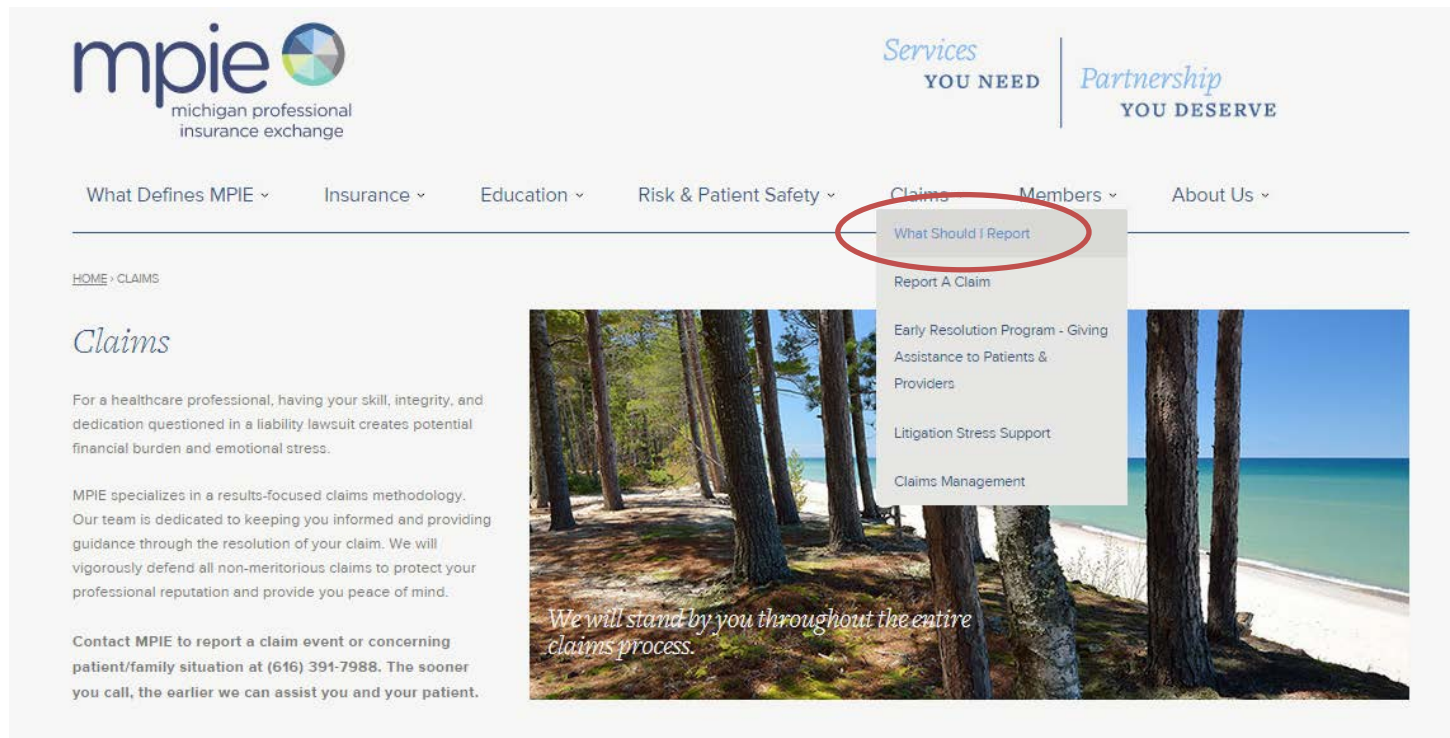
1. Choose “**Ambulatory Practice Safety Assessment Tools and Acute Care Collaborative**” from the “**Risk & Patient Safety**” drop-down menu.



2. Use the **hyperlinks** to access the self-assessment tools. Available tools include:
 - Test Tracking Process Improvement
 - Improve EHR System Safety – ONC SAFER Guides
 - MPIE Risk Management Assessment Tool for Ambulatory Care Settings

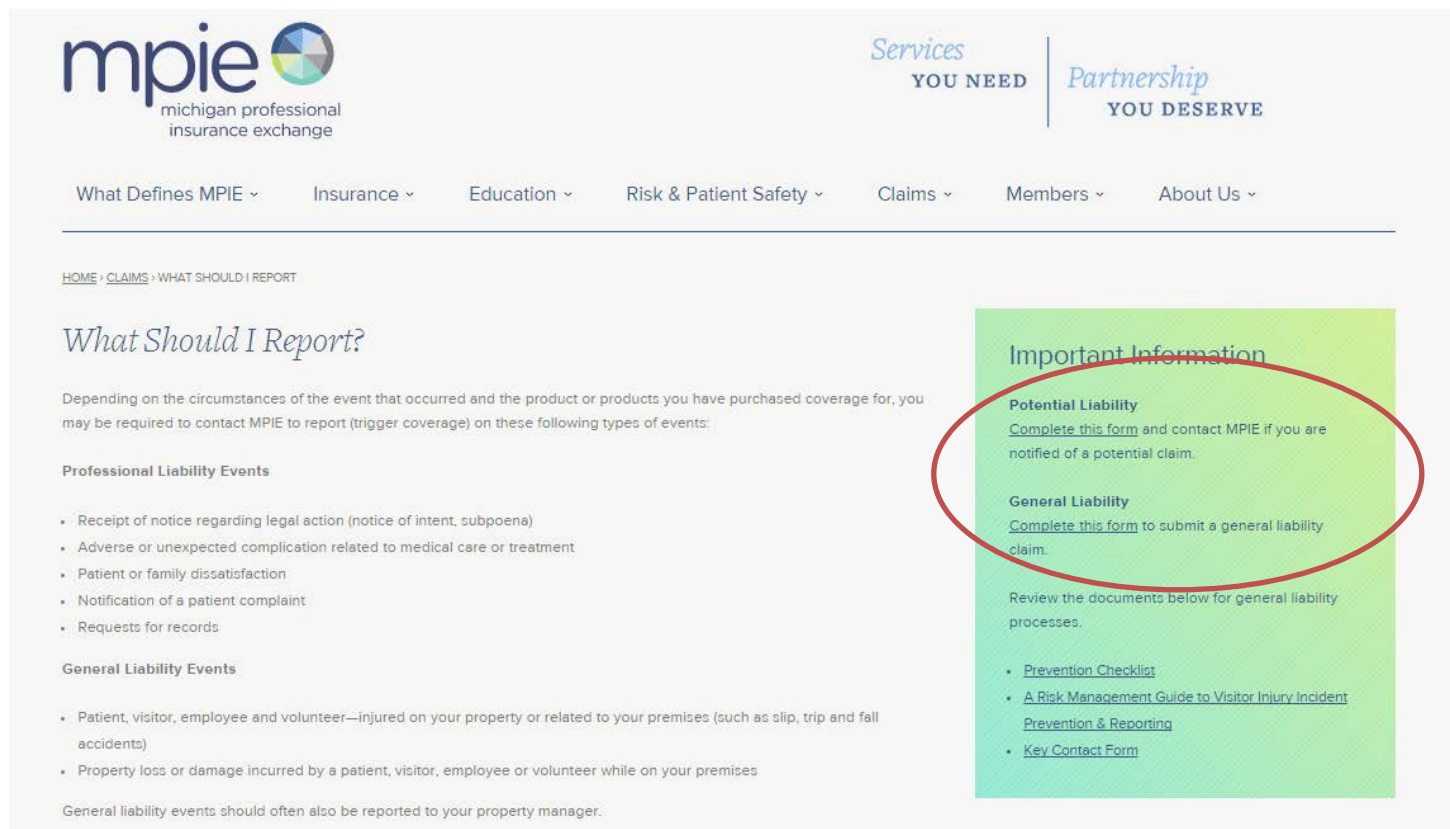
Report a Claim

1. To obtain information about what to report and access forms to report a potential claim, choose **"What Should I Report"** from the **"Claims"** drop-down menu.



The screenshot shows the MPIE (Michigan Professional Insurance Exchange) website. The header includes the MPIE logo and navigation links: "What Defines MPIE", "Insurance", "Education", "Risk & Patient Safety", "Claims", "Members", and "About Us". The "Claims" dropdown menu is open, showing options: "What Should I Report" (highlighted with a red circle), "Report A Claim", "Early Resolution Program - Giving Assistance to Patients & Providers", "Litigation Stress Support", and "Claims Management". The main content area features a large image of a beach with trees and the text: "We will stand by you throughout the entire claims process."

2. Utilize the **hyperlinks** to access the forms to report a potential claim. You can also report a claim by calling 616.202.2288 ext. 1.



The screenshot shows the MPIE website's "What Should I Report?" page. The breadcrumb trail is "HOME > CLAIMS > WHAT SHOULD I REPORT". The page title is "What Should I Report?". The text states: "Depending on the circumstances of the event that occurred and the product or products you have purchased coverage for, you may be required to contact MPIE to report (trigger coverage) on these following types of events:". The page lists "Professional Liability Events" and "General Liability Events". A green box on the right, titled "Important Information", is highlighted with a red circle. It contains the following text: "Potential Liability: [Complete this form](#) and contact MPIE if you are notified of a potential claim." and "General Liability: [Complete this form](#) to submit a general liability claim." Below this, it says "Review the documents below for general liability processes." and lists links: "Prevention Checklist", "A Risk Management Guide to Visitor Injury Incident Prevention & Reporting", and "Key Contact Form".